#65-803 ADMINISTRATIVE SUPPORT I *REVISED*

Salary: Varies by Jurisdiction (County: CSEA 2015 Starting Salary: $29,594)

Application Fee – $15.00

LAST FILING DATE: **March 27, 2015**   **DATE OF EXAMINATION: May 2, 2015**

ELIGIBLE LIST: The list resulting from this examination will be used to fill vacancies, as they occur in Schoharie County.

RESIDENCE REQUIREMENTS: An applicant must have been a legal resident of Schoharie County or one of the six contiguous counties of Albany, Delaware, Greene, Montgomery, Otsego or Schenectady for at least thirty days immediately preceding the test date.

MINIMUM QUALIFICATIONS:
Either:

(A)   Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's degree in Business Administration, Secretarial Science or a closely related field and one (1) year of clerical experience which involved the operation of a computer for word-processing, database or spreadsheet applications and working with accounts or budgets; **OR**

(B)   Graduation from high school or possession of a high school equivalency diploma and three (3) years of experience as defined in (a); **OR**

(C)   An equivalent combination of training and experience as defined by the limits of (a) and (b).

NOTE: Part-time employment can be pro-rated to count towards full-time (based on number of hours worked per week) and a higher level of education can be pro-rated for experience up to a year.

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for independently performing basic to moderate level clerical and accounting operations along with administrative support tasks either for a smaller department, a unit within a department or in a larger department reporting directly in assisting an Administrative Support II or III position. Incumbents spend a substantial amount of time operating a personal computer and the rest of the time on routine administrative tasks to ensure the efficient workflow of the office. The work also involves responsibility for the entry and retrieval of information using software on a computer and using a computer to produce printed material such as letters, memoranda and forms. Incumbents work under general supervision receiving detailed instructions only where policies have not been determined. This class differs from that of Administrative Support II and/or III by the increased time spent on operating software and the more limited scope of duties and decision-making responsibilities. Does related work as required. The duties of this class are varied and are considered basic to moderately difficult compared to Administrative Support II and III.

Use of calculators is ALLOWED

Subjects of examination: A written test designed to evaluate knowledge, skills and/or abilities in the following areas:

1. Clerical Operations with Letters and Numbers: These questions test for skills and abilities in clerical operations involving alphabetizing, comparing, checking and counting. The questions require you to follow the specific directions given for each question which may involve alphabetizing, comparing, checking and counting given groups of letters and/or numbers.

2. Name and Number Checking: These questions test for the ability to distinguish between sets of words, letters, and/or numbers that are almost exactly alike. Material is usually presented in two or three columns, and you will have to determine how the entry in the first column compares with the entry in the second column and possibly the third. You will be instructed to mark your answers according to a designated code provided in the directions.

3. Office Record Keeping: These questions test your ability to perform common office record keeping tasks. The test consists of two or more "sets" of questions, each set concerning a different problem. Typical record keeping problems might involve the organization or collation of data from several sources; scheduling; maintaining a record system using running balances; or completion of a table summarizing data using totals, subtotals, averages and percents. You should bring with you a hand-held battery- or solar-powered calculator for use on this test. You will not be permitted to use the calculator function of your cell phone.

4. Public Contact Principles and Practices: These questions test for the ability to interact with other people, to gather and present information, and to provide assistance, advice, and effective customer service in a courteous and professional manner. Questions will cover such topics as understanding and responding to people with diverse needs, perspectives, personalities, and levels of familiarity with agency operations, as well as acting in a way that both serves the public and reflects well on your agency.

5. Understanding and Interpreting Written Material: These questions test how well you comprehend written material. You will be provided with brief reading selections and will be asked questions about the selections. All the information required to answer the questions will be presented in the selections; you will not be required to have any special knowledge relating to the subject areas of the selections.

The New York State Department of Civil Service has not prepared a test guide for this examination. However, candidates may find information in the publication "How to take a written test" helpful in preparing for this test. This publication is available on line at:
www.cs.ny.gov/testing/localtestguides.cfm

PERFORMANCE TESTS: There will be two qualifying performance tests for this exam, scheduled at a later date. Candidates will only by called to the performance tests if they have passed the written test and may be called in order of the scores they achieved on the written test. The County reserves the right to test only as many candidates as needed to fill available vacancies. One will be a typing test and the other will be a database clerical performance test. These tests will be administered on a standard personal computer (PC). The typing portion will consist of a test on accuracy and speed at a minimum acceptable rate of 35 words per minute. The database clerk portion will require you to perform various clerical tasks using simulated databases. The databases will be of generic variety; you do not need any present knowledge of these databases in order to do well on the test. When you begin the testing program you will receive graphic on-screen instructions that tell you how to use the databases and how to take the test. The Database Clerk test will consists of three parts. In Part One, you will be required to add, delete and update various records in a database. In Part Two, you will be required to lookup records in a database and write down selected information from the records onto printed forms. In Part Three, the computer will present questions about the information you wrote down in Part Two. You will enter your answers directly in the PC. Your rating on this test will be based on the amount of data entered and the accuracy of those entries.

RETEST POLICY: TYPING: A retest will be allowed on the same day for the typing portion of the performance tests.
                    DATABASE CLERK: Candidates who fail the Database Clerk test will be allowed to retake it at a later date.

WAIVER POLICY: If you have taken the Database Clerk Test or Typetest provided by the NYS Civil Service Department in the past five years, you may waive the performance portion of the test.

YOU MUST PASS BOTH THE WRITTEN AND PERFORMANCE PORTIONS OF THIS EXAMINATION.

APPLICATION FEE WAIVED: A waiver of application fee will be allowed if you are unemployed and primarily responsible for the support of a household. In addition, a waiver of application fee will be allowed if you are determined eligible for Medicaid, or receiving Supplemental Security Income payments, or Public Assistance (Temporary Assistance for Needy Families/Family Assistance or Safety Net Assistance) or are certified Job Training Partnership Act/Workforce Investment Act eligible through a state or local agency. All claims for application fee waiver are subject to verification. If you can verify eligibility for application fee waiver, complete a "Request for Application Fee Waiver and Certification" form and submit it with your application by the close of business on the Application Deadline as listed on the Examination Announcement. Applications are available in the Personnel Department.

*The required application fee is fifteen dollars, which may be in the form of a check/money order or cash and must accompany each application. If your application is disapproved, your examination fee will **NOT** be returned to you. Please make check/money order payable to Schoharie County Department of Personnel and include the examination number.*

Applications and exam announcements are available on our website at www.schohariecounty-ny.gov
ISSUE DATE: 2/25/15; REVISED DATE: 3/3/15
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